

Our Mission: IHCD A helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCD A is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

IHCD A Job Expectations

Title	Housing Choice Voucher Manager	Exempt
Reports to	Chief Community Programs Officer	Date last revised: 2/9/15
Supervises	Housing Choice Voucher Specialist Section 8 Financial Monitor Section 8 Quality Assurance Specialist	
Summary	The Housing Choice Voucher Manager contributes to fulfilling the IHCD A mission and meeting strategic and annual IHCD A operational and program goals by overseeing overall management for the Housing Choice Voucher Program - Housing and Urban Development. Contributes to the success of the department and IHCD A by working cooperatively on various committees and initiatives.	
Evaluation of performance	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners; demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCD A and its associated governing entities. Evaluation will also focus on successful management of full-time, part-time, and contracted staff.	

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<p>Key outcomes expected</p>	<p><u>Leadership Outcomes:</u></p> <ol style="list-style-type: none"> 1. Maintain a climate that attracts, retains and motivates top quality personnel. 2. Train, enable and empower staff by: <ol style="list-style-type: none"> a) transmitting IHCDCA's mission, vision, strategic priorities values, and direction; b) respecting and using the skills, expertise, experience and insights of staff; c) providing direction and resources, removing barriers and helping develop staff's skills; d) articulating expectations and clarifying roles and relationships; e) encouraging staff to question organizational assumptions and ask strategic questions; f) ensuring quality decision-making; g) anticipating conflicts and facilitating resolution; h) engaging staff in process as well as tasks; i) delegating (encouraging staff use their power, practice their authority, and accept their responsibility); j) conducting regular team meetings; k) modeling behavior; l) setting aggressive yet achievable goals and providing tools and environment for staff to achieve those goals; and m) coaching staff to success. 3. Integrate various aspects of programs that may have existed in silos into a team with a cohesive vision and strategy. 4. Attend and participate in supervisor level meetings within IHCDCA. <p><u>Planning, Budgeting and Strategy Outcomes:</u></p> <ol style="list-style-type: none"> 1. Annually, develop, implement and evaluate the strategies for the programs under Manager's oversight, taking into account all program area objectives and IHCDCA's overall objectives. 2. Recommend short- and long-term objectives and action items to the Chief Community Programs Officer. Set measurable targets and report on success. 3. Meet regularly with the Chief Community Programs Officer to ensure clear and effective policies procedures are developed, implemented, and monitored, as well as successful delivery of programs. 4. Responsible for overseeing the development and monitoring of division budgets. 5. Track national and state trends and legislation concerning division funding or policy impact and work with the Chief Officer to implement program and policy changes as necessary. 6. Represent IHCDCA and the Community Programs' department on external committees, at grantee events and at national organizations. 7. Serve as IHCDCA's Federal and State representative with the various funders. <p><u>Program Management Outcomes:</u></p> <ol style="list-style-type: none"> 1. Oversee management and successful delivery of program benefits utilizing Housing Choice Voucher Section 8 - Housing and Urban Development funding. 2. Oversee management of: <ol style="list-style-type: none"> a. Administration of contracts and MOUs with local service agencies (LSA) and vendors; b. LSAs' progress and performance and provide training and technical assistance as needed. c. Professional services vendors'; d. Development of RFP's and approval process to secure contractors; e. Claims, HAP and contract payment processes; f. Development and maintenance of external policy and procedure manuals, standard operating procedures and website content; g. Development and maintenance of monitoring and inspection plans and contract compliance.
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	<p>h. LSA and vendor partner relationships.</p> <ol style="list-style-type: none">3. Coordinate legal issues with Legal or legislative staff that impacts programs.4. Coordinate documentation requests and appeals from funders, constituents, and legislators.5. Contribute to monitoring visits made by federal or state funders, OIG and annual IHCDCA audit.6. Develop and maintain an excellent working relationships with federal funders, LSAs, vendors, IHCDCA staff and divisions and community partners.7. Ensure regular IHCDCA communication with LSAs.8. Develop, coordinate and perform LSA trainings.9. Develop and ensure timely approval and submission of Annual and Administrative plans for Housing Choice Voucher funding annually includings any amendments.10. Oversee timely and accurate submission of required federal and state reporting requirements.11. Participate and support the Indiana Permanent Supportive Housing Institute, self sufficiency programs, fair housing issues, aging in place initiative and additional IHCDCA initiatives.12. Oversee various related programs including: Project based vouchers AHAP and existing voucher complexes, IHCDCA HCV vouchers, VASH, Money Follows the Person, NonElderly Disabled Vouchers and future opportunities.13. Coordinate with Financial Operations on claims, HAP payments and allowable costs.14. Coordinate with IT professional services vendor for the maintenance of the Housing Pro database and ensure the quality of the data managed by the system.15. Coordinate with the Chief Community Programs Officer for the management of Performance-Based Contract Administrator contractor.
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Critical skills, knowledge, and behaviors	<p>Highly collaborative style, and highly functional working with a variety of individuals with diverse backgrounds, education, and economic levels.</p> <p>Strong track record as an implementer who thrives on managing a variety of high priority initiatives concurrently. Excels at juggling multiple requests under time and resource pressures, while remaining flexible to changing assignments and agency priorities.</p> <p>Self-starter, able to work independently, and entrepreneurial; enjoys creating and implementing new initiatives.</p> <p>Ability to lead a high-performing team in a collaborative and results-oriented manner. Possesses skills, abilities and desire to lead, develop and empower staff.</p> <p>Strong attention to detail and follow-through.</p> <p>Demonstrates a high level of problem-solving ability.</p> <p>Demonstrates exceptional communication and interpersonal skills, with an ability to influence, persuade and work cooperatively across IHCDCA.</p> <p>Demonstrates exceptional writing and editing skills.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>Able to maintain confidentiality of agency information.</p> <p>Demonstrates customer service orientation.</p> <p>Possesses business related computer skills including Microsoft Word, PowerPoint, and Internet usage (e-mail). Knowledge and experience in public or government contracting, fair housing law, grant management, not-for-profit, community development, or corporate law and other similar areas.</p>
Education, experience, degrees, licenses	<p>Experience in management, supervision and federal and/or state grant funding required.</p> <p>At least 2 years managing government or nonprofit programs required.</p> <p>Bachelor's degree required; Master's degree in business or public administration preferred</p>
Work environment and physical demands	<p>Work is performed in an office environment.</p> <p>Must be able to work proficiently with computers and other office equipment.</p> <p>Travel throughout the State of Indiana and the U.S. required approximately 10-15% of the time.</p>

IHCDCA is an Equal Employment Opportunity employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. IHCDCA will take affirmative action to ensure that applicants are employed and employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or veteran status, including, but not limited to, employment, promotion, transfer, recruitment, layoff, termination, rates of pay, and selection for training. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or veteran status.